SECTION 5. SERVICES

Objective:

To offer library services that provide the greatest satisfaction possible to citizens and that are comprehensive, timely, and helpful.

Public libraries are in the service business Libraries are active providers of information services, readers advisory services, educational support, children's services, and programs. These standards recognize the importance of a library's service program to varying constituencies and the essential role of staff in delivering effective service.

5.1   THE LIBRARY USES STANDARD METHODS FOR REVIEW AND EVALUATION OF SERVICES OFFERED.

	Yes	No	Planned	Not Planned	N/A
The library has identified and measured the information needs of the community within the last five years.					
The library has adopted a long range plan for providing services based on priorities selected to meet community needs.					
The library annually assesses progress toward meeting goals and objectives of the long range plan.					
The library board, the staff, and the community are all involved in development and evaluation of the plan.					
The entire staff is involved in the planning process on a periodic basis.					
The library has identified its priorities and reviews them periodically.					
The services the library provides reflect the identified priorities.					

5.2   LIBRARY CUSTOMERS RECEIVE CORRECT ANSWERS TO THEIR QUESTIONS.

	Yes	No	Planned	Not Planned	N/A
The library regularly conducts an adult and juvenile reference fill rate study for each service outlet. Last study conducted: (year) _____					

	Yes	No	Planned	Not Planned	N/A
The library determines the average number of reference questions per capita, per visitor, and per registered library customer each year.					
The library assesses the proportion of adult and juvenile reference transactions successfully completed.					
The library maintains reference statistics which exclude directional transactions.					
The library provides correct answers within twenty-four (24) hours 75% of the time.					

5.3 LIBRARY CUSTOMERS ARE ABLE TO OBTAIN CURRENT INFORMATION ABOUT THE COMMUNITY AND COMMUNITY ORGANIZATIONS AND THEIR SERVICES OR TO BE REFERRED TO APPROPRIATE INFORMATION PROVIDERS.

	Yes	No	Planned	Not Planned	N/A
The library receives local publications and newspapers from community agencies.					
The library has an up-to-date collection of local codes and ordinances and other local government publications.					
The library maintains a community information and referral service or cooperates with other community agencies to provide this service.					
The library collects information about the community.					
The library provides online access to local information about the library and the community.					

5.4 THE LIBRARY ADOPTS NEW TECHNOLOGIES TO EXPAND ITS SERVICE CAPABILITIES.

	Yes	No	Planned	Not Planned	N/A
The library utilizes a variety of technology to provide library service such as online databases, CD-ROM databases, online public catalogs, Internet access, etc.					

	Yes	No	Planned	Not Planned	N/A
The library works with other libraries and agencies to provide interfaces among multiple databases.					
The library works with other agencies to develop local databases.					
The library expands accessibility to library programs for the sight and hearing impaired through the provision of assistive devices.					
Trained library staff is available to assist the public with utilization of technology at all hours the library is open.					

5.5   THE LIBRARY PROVIDES A BROAD RANGE OF PROGRAMMING TO MEET COMMUNITY NEEDS.

	Yes	No	Planned	Not Planned	N/A
The library has a methodology for regularly evaluating the community's programming needs and desires.					
The library sponsors or cosponsors programs for various ages and segments of the community targeted for service.					
The library annually evaluates its programming using statistics and customer surveys.					

5.6   THE LIBRARY PROVIDES STAFF ADEQUATELY TRAINED TO PROVIDE SERVICE ALL HOURS THE LIBRARY IS OPEN.

	Yes	No	Planned	Not Planned	N/A
The library provides					
• reference and readers advisory services to residents of all ages in person, by telephone, and electronically all hours the library is open.					
• a professionally-trained librarian on site or accessible by telephone all hours the library is open.					
• staff trained by persons knowledgeable about the collection.					
• staff trained in selecting materials and in providing programming for all ages.					

5.7 THE LIBRARY PROVIDES STAFF TRAINED IN REFERENCE AND READERS ADVISORY SERVICES ALL HOURS THAT THE LIBRARY IS OPEN.

	Yes	No	Planned	Not Planned	N/A
The library provides:					
• Staff trained in reference services all hours the library is open in each outlet.					
• Staff trained in readers advisory services all hours the library is open in each outlet.					
• Staff trained in effective customer reference interview techniques all hours the library is open in each outlet.					

5.8 THE LIBRARY PROVIDES STAFF TRAINED IN CHILDREN'S AND YOUNG ADULT SERVICES ALL HOURS THAT THE LIBRARY IS OPEN.

	Yes	No	Planned	Not Planned	N/A
The library provides a skilled children's specialist in each of its outlets.					
The library provides a skilled young adult specialist on its staff.					
The library provides staff trained in selecting children's materials, reference services, and programming for children and young adults.					

5.9 THE LIBRARY UTILIZES TECHNOLOGY TO PROVIDE QUALITY SERVICE THROUGHOUT THE SYSTEM

	Yes	No	Planned	Not Planned	N/A
Library users at each service outlet have access to information resources within the system through fax, courier services, electronic transfer of information, etc.					
The library makes provision for regular troubleshooting, maintenance, and repair of equipment in all library outlets.					

Additional Resources
On
Services

Adult Programming: A Manual for Libraries. ALA, 1997. (027.6)

American Library Association. **Bridging the Gap: Young Adult Services in the Library**. ALA, 1992. (027.626)

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American Library Association. Young Adults Library Services Association. **Directions for Library Service to Young Adults**. 2nd edition. ALA, 1993. (027.626)

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The Americans With Disabilities Act: Its Impact on Libraries: The Library's Response in "Doable" Steps. ASCL, 1993. (027.6)

Baker, Sharon L. **The Measurement and Evaluation of Library Services**. Information Resources Press, 1991. (020)

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Bleiwis, Maxine. **Helping Business: The Library's Role in Community Economic Development: A How To Manual.** Neal-Schuman, 1997. (027.69)

Brown, Barbara J. **Programming for Librarians: A How-to-Do-It Manual**. Neal-Schuman, 1992. (021.2)

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Connor, Jane Gardner. **Children's Library Services Handbook**. Oryx Press, 1990. (027.625)

Crispen, Joanne, ed. **The Americans with Disabilities Act: Its Impact on Libraries**. ALA, 1993. (027.6)

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Find It All At The Library. ALA Video, 1996. (VT 0644)

Fox, Beth Wheeler. **The Dynamic Community Library**. ALA, 1988. (021.2)

High/Low Handbook: Encouraging Literacy in the 1990's. Bowker, 1990. (027.626)

Himmel, Ethel E. **Planning for Results: A Public Library Transformation Process.** By Ethel Himmel and William James Wilson with the Revision Committee of the Public Library Association. V. 1. The Guidebook – v. 2. The How-to-Manual. ALA, 1998. (025.1974)

Jones, Patrick. **Connecting Young Adults and Libraries**. 2nd edition. Neal-Schuman, 1997. (025.5)

McClure, Charles R. **Planning and Role Setting for Public Libraries**. ALA, 1987. (027.4)

McCook, Kathleen de la Pena and Gary Rolstad. **Developing Reader's Advisory Services: Concepts and Commitments**. Neal-Schuman Publishers, 1993. 025.54)

Marchant, Maurice P. **Why Adults Use the Public Library**. Libraries Unlimited, 1994. (025.5)

Patron Behavior in Libraries: A Handbook of Positive Approaches to Negative Situations. Edited by Beth McNeil and Denise J. Johnson. ALA, 1996. (025.5)

Public Libraries, Communities & Technology. Council on Library Research, 1996. (021.2)

Public Library Association. Community Information Section. **Guidelines for Establishing Community Information and Referral Services in Public Libraries**. 3rd edition. ALA, 1989. (025.5)

Public Library Data Service Statistical Report, 1997. Prepared by the Public Library Association, ALA. (Annual) (027.473)

Rollins, Deborah.   **Reference Sources for Children's and Young Adult Literature**. ALA, 1996. (011.062)

Simon, Anne. **Kids Welcome Here! Writing Public Library Policies that Promote Use by Young People.** New York Library Association, 1990. (027.625)

U.S. Congress. House. **Americans With Disabilities Act**. Public Law 101-366, 101st Congress, 1990.

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